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IN REPLY
REFER TO: Joint Interoperability Test Command (JTE) **10 Aug 12**

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Extension of the Special Interoperability Test Certification of Interactive Intelligence® Inc. from Customer Interaction Center™ (CIC) Release 3.0 Software Update (SU) 9 to CIC Release 3.0 SU14

References: (a) DoD Directive 4630.05, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) CJCSI 6212.01E, "Interoperability and Supportability of Information Technology and National Security Systems," 15 December 2008
(c) through (g), see Enclosure

1. References (a) and (b) establish the Defense Information Systems Agency (DISA), Joint Interoperability Test Command (JITC), as the responsible organization for interoperability test certification.

2. The Interactive Intelligence® Inc. CIC Release 3.0 SU9 is hereinafter referred to as the system under test (SUT). The SUT meets all of its critical interoperability requirements and is certified for joint use within the Defense Information System Network (DISN) as a Private Branch Exchange (PBX) 2. The PBX 2 switches have no Military Unique Features (MUFs) and can only serve Department of Defense (DoD), non-DoD, non-governmental, and foreign government users having no missions or communications requirement to ever originate or receive Command and Control (C2) communications. Since PBX 2s do not support MUF requirements detailed in Reference (c), connectivity to the DSN is not authorized until a waiver is granted by the Chairman of the Joint Chiefs of Staff (CJCS) for each site in accordance with Reference (d). No other configurations, features, or functions, except those cited within this report, are certified by the JITC. This certification expires upon changes that could affect interoperability, but no later than 8 April 2014, which is three years from the date the DISA Field Security Operations (FSO) provided a positive Certification and Accreditation (CA) recommendation for the original certification.

3. The extension of this certification is based upon Desktop Reviews (DTRs) 6, 7, and 8. The original certification is based on interoperability testing, review of the vendor's Letters of Compliance (LoC), and FSO CA recommendation. Interoperability testing of the SUT was conducted at JITC's Global Information Grid Network Test Facility at Fort Huachuca, Arizona, from 22 through 30 July 2010 and documented in Reference (e). Review of vendor's LoC was completed on 30 March 2011. The FSO provided a positive CA Recommendation on 5 April 2011 based on the security testing completed by DISA-led IA test teams and published in a separate report, Reference (f). The DTR updates are depicted in Table 1. These DTR requests

required verification and validation (V&V) testing. JITC conducted V&V testing for these DTRs from 5 through 23 December 2011 and from 30 April through 11 May 2012. Based on the results of this testing and the DISA CA approval of the IA posture for these DTRs, JITC approves these DTRs. The DISA CA approved the IA posture for DTR 6 on 11 July 2012. The DISA CA approved the IA posture for DTRs 7 and 8 on 9 July 2012.

Table 1. SUT DTR Descriptions

Interactive Intelligence® Inc. Customer Interaction Center™ (CIC) Release 3.0 Software Updates	
DTR	**DTR Description**
6	This DTR updates the SUT from Software Version CIC 3.0 SU9 to CIC 3.0 SU11. SU11 includes periodic maintenance updates. Additionally, this update includes: • New Audio Codes M800 Line Side and Trunk Side Gateways. • Upgrades server to Windows 2008 R2 64 bit, and clients to Windows 7 64 bit. • Includes fixes to address IA PoAMs.
7	This DTR updates the SUT from Software Version CIC 3.0 SU11 to SU12, which includes periodic maintenance updates.
8	This DTR updates the SUT from Software Version CIC 3.0 SU12 to SU14, which includes periodic maintenance updates.

NOTE: The CIC 3.0 release, which is currently fielded, is not IPv6 capable. The CIC 3.0 SU 11, 12, and 14 do not address IPv6 functionality. DISA adjudicated this as minor on 22 May 2012 with the vendor's POA&M to provide IPv6 capability in CIC 4.0 SU02, refer to CIC DTR 4.

LEGEND:

CIC	Customer Interaction Center	PoAM	Plan of Action and Milestones
DTR	Desktop Review	R2	Release 2
IA	Information Assurance	SU	Software Update
IPv6	Internet Protocol version 6	SUT	System Under Test

4. The interoperability test summary of the SUT is indicated in Table 2. The PBX 2 Capability Requirements (CRs) and Feature Requirements (FRs) are listed in Table 3. This interoperability test status is based on the SUT's ability to meet:

a. DSN services for Network and Applications specified in Reference (c).

b. PBX 2 interface and signaling requirements for trunks/lines specified in Reference (d) verified through JITC testing and/or vendor submission of LoC.

c. PBX 2 CRs/FRs specified in Reference (d) verified through JITC testing and/or vendor submission of LoC.

d. The overall system interoperability performance derived from test procedures listed in Reference (g).

Table 2. SUT Interoperability Test Summary

DSN Trunk Interfaces			
Interface & Signaling	**Critical**	**Status**	**Remarks**
T1 CAS (DTMF)	No[1]	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
E1 CAS (DTMF)	No (Europe only)	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
T1 ISDN PRI NI 1/2 (ANSI T1.607)	No[1]	Certified	Met all critical CRs and FRs however is not required for a PBX 2.[2]
E1 ISDN PRI (ITU-T Q.931)	No (Europe only)	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
DSN Line Interfaces			
Interface & Signaling	**Critical**	**Status**	**Remarks**
2-Wire Analog (GR-506-CORE)	Yes	Certified	Met all critical CRs and FRs.
ISDN BRI NI 1/2	No	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
2-Wire Proprietary Digital	No	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
VoIP (Ethernet IEEE 802.3u)	No	Certified	Met all critical CRs and FRs with the following minor exceptions: The SUT with release CIC 3.0 SU 14 did not support IPv6 dual stack requirements.[3]
DSN Features and Capabilities			
Feature/Capability	**Critical**	**Status**	**Remarks**
Common Features	Yes	Certified	Met all critical CRs and FRs.
Attendant	No	Certified	Met all critical CRs and FRs.
Public Safety	Yes	Certified	Met all critical CRs and FRs for the basic 911.
Call Processing	Yes	Certified	Met all critical CRs and FRs.
ISDN Services	No	Certified	Met all critical CRs and FRs with the T1 ISDN PRI interface.
Synchronization	Yes	Certified	Met all critical CRs and FRs.
VoIP System	No	Certified	Met all critical CRs and FRs with the following minor exception: The SUT with release CIC 3.0 SU 14 did not meet all IPv6 capability requirements.[3]
Security	Yes	Certified	See note 4.

Network Gateways				
Gateway	**Interface & Signaling**	**Critical**	**Status**	**Remarks**
PSTN	T1 CAS (DTMF)	No[1]	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
	E1 CAS (DTMF)	No (Europe only)	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
	T1 ISDN PRI NI 1/2 (ANSI T1.607)	No[1]	Certified	Met all critical CRs and FRs.
	E1 ISDN PRI (ITU-T Q.931)	No (Europe only)	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
	Ground Start Line (GR-506-CORE)	No	Not Tested	This interface is not supported by the SUT and is not required for a PBX 2.
	Loop Start Line (GR-506-CORE)	No	Certified	Met all critical CRs and FRs with an LoC.

Table 2. SUT Interoperability Test Summary (continued)

NOTES:
1. The UCR 2008 does not specify a required interface for a PBX 2. A PBX 2 switch must support at least T1 CAS or T1 PRI.
2. The vendor included the Audiocodes M800 T1 PRI with Patch 6.20A.059 as part of the SUT to accommodate secure call capability.
3. The CIC 3.0 release, which is currently fielded, is not IPv6 capable. The CIC 3.0 SU 11, 12, and 14 do not address IPv6 functionality. DISA adjudicated this as minor on 22 May 2012 with the vendor's POA&M to provide IPv6 capability in CIC 4.0 SU02.
4. Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (f).

LEGEND:

802.3u	Standard for carrier sense multiple access with collision detection at 100 Mbps	ITU-T	International Telecommunication Union - Telecommunication Standardization Sector
ANSI	American National Standards Institute	LoC	Letters of Compliance
ASD/NII	Assistant Secretary of Defense for Networks and Information Integration	LSSGR	Local Access and Transport Area (LATA) Switching Systems Generic Requirements
BRI	Basic Rate Interface	Mbps	Megabits per second
CAS	Channel Associated Signaling	NI 1/2	National ISDN Standard 1 or 2
CRs	Capability Requirements	OAM	Operations Administration and Management
DISA	Defense Information Systems Agency	PBX 2	Private Branch Exchange 2
DSN	Defense Switched Network	PRI	Primary Rate Interface
DSS1	Digital Subscriber Signaling 1	PSTN	Public Switched Telephone Network
DTMF	Dual Tone Multi-Frequency	Q.931	Signaling Standard for ISDN
E1	European Basic Multiplex Rate (2.048 Mbps)	SUT	System Under Test
FRs	Feature Requirements	T1	Digital Transmission Link Level 1 (1.544 Mbps)
GR	Generic Requirement	T1.607	ISDN Layer 3 Signaling Specification for Circuit Switched Bearer Service for DSS1
GR-506-CORE	LSSGR: Signaling for Analog Interfaces		
IEEE	Institute for Electrical and Electronics Engineers	UCR	Unified Capabilities Requirements
IPv6	Internet Protocol version 6	VoIP	Voice over Internet Protocol
ISDN	Integrated Services Digital Network		

Table 3. PBX 2 Requirements

DSN Trunk Interfaces				
Interface	**Critical**	**Requirements Required or Conditional**		**References**
T1 CAS (MFR1, DTMF, DP) E1 CAS (MFR1, DTMF, DP) T1 ISDN PRI NI 1/2 (ANSI T1.607) E1 ISDN PRI (ITU-T Q.931)	No No (Europe only) No No (Europe only)	Trunking	• Direct Inward Dialing (C) • National ISDN 1/2 Primary Access (C) • ITU-T ISDN Primary Access (Europe only) (C) • Normal Wink Start Operations (C) • Glare Operation (C) • Abnormal Wink Start (C) • Glare Resolution (C) • Call for Service Timing (C) • Guard Timing (C) • Satellite Interface (C) • Disconnect Control (C) • Reselect and Retrial (C) • Off-Hook Supervision Transition (C) • Dial-Pulse Signals (C) • DTMF Signaling (C) • DSN ISDN User-to-Network Signaling (C) • Application (C) • Physical Layer (C) • Data Link Layer (C) • Data Link Connection (C) • Peer-to-Peer Procedures of Data-Link Layer (C) • Layer 3 DSN User-to-Network Signaling (C) • DSN User-to-Network Signaling for Circuit-Switched Bearer Services (C) • Sequence of Messages for DSN Circuit-Switched Calls (C) • Message Functional Definition and Content (C) • General Message Format and Information Elements Coding (C) • Supplementary Services (C) • Transmission (R) • PCM-24 Digital Trunk Interface (R) • Interface Characteristics (R) • Supervisory Channel Associated Signaling (C) • Clear Channel Capability (C) • Alarm and Restoral Requirements (C) • PCM-30 Digital Trunk Interface (Europe only) (C) • Interoperation of PCM-24 and PCM-30 (C) • Analog Trunk Interface (C) • Integrated Digital Loop Carrier (C)	• UCR Section 5.2.1.3.2 • UCR Section 5.2.1.3.4.1 • UCR Section 5.2.1.3.4.2 • UCR Section 5.2.4.3.3.1.1 • UCR Section 5.2.4.3.3.1.2 • UCR Section 5.2.4.3.3.2 • UCR Section 5.2.4.3.3.2.2 • UCR Section 5.2.4.3.5 • UCR Section 5.2.4.3.6 • UCR Section 5.2.4.3.7 • UCR Section 5.2.4.3.8 • UCR Section 5.2.4.3.9 • UCR Section 5.2.4.3.10 • UCR Section 5.2.4.4.1 • UCR Section 5.2.4.4.2 • UCR Section 5.2.4.7.1 • UCR Section 5.2.4.7.1.1 • UCR Section 5.2.4.7.1.2 • UCR Section 5.2.4.7.1.3 • UCR Section 5.2.4.7.1.3.1 • UCR Section 5.2.4.7.1.3.2 • UCR Section 5.2.4.7.1.4 • UCR Section 5.2.4.7.1.4.2 • UCR Section 5.2.4.7.1.4.3 • UCR Section 5.2.4.7.1.4.4 • UCR Section 5.2.4.7.1.4.5 • UCR Section 5.2.4.7.1.4.6 • UCR Section 5.2.5 • UCR Section 5.2.6.1 • UCR Section 5.2.6.1.1 • UCR Section 5.2.6.1.2 • UCR Section 5.2.6.1.3 • UCR Section 5.2.6.1.4 • UCR Section 5.2.6.2 • UCR Section 5.2.6.3 • UCR Section 5.2.6.4 • UCR Section 5.2.6.5
		Voice	• MOS (R) • Secure calls (C)	• UCR 5.2.12.8.2.1 • CJCSI 6215.01C
		Facsimile	• Analog: ITU-T T.4 (R)	• DISR
		Data	• Modem (VBD) (R) • 56 kbps switched data (C: PRI only) • 64 kbps switched data (C: PRI only) • NX56 synchronous BER (C: PRI only) • NX64 synchronous BER (C: PRI only) • Secure data (STE/STU-III) (C)	• CJCSI 6215.01C • UCR Section 5.2.2.9.6 • UCR Section 5.2.2.9.6 • UCR Section 5.2.2.9.6 • UCR Section 5.2.2.9.6 • CJCSI 6215.01C
		VTC	• ITU-T H.320 (R: PRI only)	• FTR 1080B-2002

Table 3. PBX 2 Requirements (continued)

DSN Line Interfaces				
Interface	**Critical**	**Requirements Required or Conditional**		**References**
2-Wire Analog ISDN BRI NI 1/2 2-Wire Proprietary Digital	Yes No No	Access	• Individual Line (R) • PBX Line (C) • National ISDN 1/2 Basic Access (C) • Analog Line (C) • Loop Start Line (R: 2-Wire Analog only) • Reverse Battery (C) • S/T Reference Point (ISDN BRI) (C)	• UCR Section 5.2.1.1.1 • UCR Section 5.2.1.3.1 • UCR Section 5.2.1.3.3 • UCR Section 5.2.1.3.5 • UCR Section 5.2.4.2.1 • UCR Section 5.2.4.3.1 • UCR Section 5.2.4.7.1.2.1
		Voice	• MOS (R) • Secure Calls (C)	• CJCSI 6215.01C • CJCSI 6215.01C
		Facsimile	• Analog: ITU-T T.4 (R)	• DISR
		Data	• Modem (VBD) (R) • Secure data (STE/STU-III) (C)	• CJCSI 6215.01C • CJCSI 6215.01C
		VTC	• ITU-T H.320 (R: BRI only)	• FTR 1080B-2002
DSN Features & Capabilities				
Feature/ Capability	**Critical**	**Requirements Required or Conditional**		**References**
Common Features	Yes	• Individual Lines (R) • Call waiting (C) • Three-way calling (C) • Add-on transfer, conference calling, and call hold (C) • Call Transfer Individual – All calls (C) • Call Transfer - Internal Only (C) • Call Transfer – Individual – Incoming Only/Add-On Consultation Hold – Incoming Call (C) • Call Transfer – Outside (C) • Call Transfer – Add-On Restricted Station (C) • Call Transfer – Attendant (C) • Call Hold (C) • Conference Calling – Six Way Station Controlled (C) • Call forwarding Variable (C) • Call Forward Busy Line (C) • Call Forwarding – Don't Answer – All Calls (C) • Selective Call Forwarding (C) • Call pick-up (C)	• UCR Section 5.2.4.7.1.2.1 • UCR Section 5.2.1.1.5.1 • UCR Section 5.2.1.1.6 • UCR Section 5.2.1.1.7 • UCR Section 5.2.1.1.7.1 • UCR Section 5.2.1.1.7.2 • UCR Section 5.2.1.1.7.3 • UCR Section 5.2.1.1.7.3 • UCR Section 5.2.1.1.7.4 • UCR Section 5.2.1.1.7.5 • UCR Section 5.2.1.1.7.6 • UCR Section 5.2.1.1.7.7 • UCR Section 5.2.1.1.7.8 • UCR Section 5.2.1.1.8.1 • UCR Section 5.2.1.1.8.2 • UCR Section 5.2.1.1.8.3 • UCR Section 5.2.1.1.8.4 • UCR Section 5.2.1.1.9.1
Attendant	No	• Attendant Features (C)		• UCR Section 5.2.1.2
Public Safety	Yes	• Emergency Service (911) Caller (R) • Emergency Service (911) Public Safety Answering Service (C) • Enhanced Emergency Service (E911) (C)		• UCR Section 5.2.1.4.1.1 • UCR Section 5.2.1.4.1.2 • UCR Section 5.2.1.4.1.3
Call Processing	Yes	• Origination Treatment (R) • Originating Busy (R) • Termination Treatment (R) • Busy or Idle Status (C) • Release Treatment (R) • Interruption Treatment (R) • Connections (R) • Class of Service (C) • E&M Lead Signaling States (C) • 4-Wire Analog User Access Lines (C) • 2-Wire User Access Lines (C) • Interswitch and Intraswitch Dialing (C) • Calling Name Delivery (C) • Calling Number Delivery (C) • Screening (C)		• UCR Section 5.2.3.1.1 • UCR Section 5.2.3.1.1.1 • UCR Section 5.2.3.1.2 • UCR Section 5.2.3.1.2.1 • UCR Section 5.2.3.1.3 • UCR Section 5.2.3.1.4 • UCR Section 5.2.3.1.5 • UCR Section 5.2.3.1.6 • UCR Section 5.2.3.3.1 • UCR Section 5.2.3.3.2 • UCR Section 5.2.3.3.3 • UCR Section 5.2.3.5.1.2 • UCR Section 5.2.3.5.1.8.1 • UCR Section 5.2.3.5.1.8.2 • UCR Section 5.2.3.5.8

Table 3. PBX 2 Requirements (continued)

DSN Features & Capabilities (continued)				
Feature/ Capability	**Critical**	**Requirements Required or Conditional**		**References**
ISDN Services	No	• BRI Access, Call Control and Signaling (C) • Uniform Interface Configuration for BRIs (C) • BRI Features (C) • PRI Access, Call Control and Signaling (C) • PRI Features (C) • Packet Data Features and Capabilities (C)		• UCR Section 5.2.9.2 Table5.2.9.-1 • UCR Section 5.2.9.2 Table 5.2.9-2 • UCR Section 5.2.9.2 Table 5.2.9-3 • UCR Section 5.2.9.2 Table 5.2.9-4 • UCR Section 5.2.9.2 Table 5.2.9-5 • UCR Section 5.2.9.2 Table 5.2.9-6
Synchronization	Yes	• Line timing mode (C) • Internal Stratum 4 (R) • Synchronization Performance Monitoring Criteria (C) • DS1 Traffic Interfaces (C) • DS0 Traffic Interconnects (C)		• UCR Section 5.2.10.1.1.2 • UCR Section 5.2.10.1.2.2 • UCR Section 5.2.10.2 • UCR Section 5.2.10.3 • UCR Section 5.2.10.4
Security	Yes	• GR-815, STIGs, and DoDI 8510.bb (DIACAP) (R)		• UCR Section 3
VoIP System	No	VoIP function is conditional. If VoIP is provided, **all** of the following requirements must be met: • Voice Quality with MOS of 4.0 or better (R) • ITU-T G.711 PCM CODEC (R) • MLPP (C) • Security (R) • Network management (C) • System timing (R) • Latency ≤ 60 milliseconds (R) • IPv6 capable (R) • Service Class Tagging (R)		• UCR section 5.2.12.8.2.1 • UCR section 5.2.12.8.2.2 • UCR section 5.2.12.8.2.3 • UCR section 5.2.12.8.2.4 • UCR section 5.2.12.8.2.5 • UCR section 5.2.12.8.2.6 • UCR section 5.2.12.8.2.7 • UCR section 5.2.12.8.2.8 • UCR section 5.2.12.8.2.9
Network Gateways				
Gateway	**Critical**	**Requirements Required or Conditional**		**References**
PSTN	No	Trunking	• Positive Identification Control (C) • On-Netting (C) • Off-Netting (C) • Loop Start Line (C) • Ground Start Line (C) • Immediate Start (C) • Delay Dial (C)	• CJCSI 6215.01C • CJCSI 6215.01C • CJCSI 6215.01C • UCR Section 5.2.4.2.1 • UCR Section 5.2.4.2.2 • UCR Section 5.2.4.3.2 • UCR Section 5.2.4.3.4

Table 3. PBX 2 Requirements (continued)

LEGEND:

ANSI	American National Standards Institute	FTR	Federal Telecommunications Recommendation	PCM-24	Pulse Code Modulation - 24 Channels
BER	Bit Error Ratio	FTR 1080B	Video Teleconferencing Services	PCM-30	Pulse Code Modulation - 30 Channels
BRI	Basic Rate Interface	GR	Generic Requirement	PRI	Primary Rate Interface
C	Conditional	GR-815	Generic Requirements For Network Element/Network System (NE/NS) Security	PSTN	Public Switched Telephone Network
CAS	Channel Associated Signaling	H.320	Standard for Narrowband VTC	Q.931	Signaling Standard for ISDN
CJCSI	Chairman of the Joint Chiefs of Staff Instruction	ISDN	Integrated Services Digital Network	R	Required
DIACAP	DoD Information Assurance Certification and Accreditation Process	IT	Information Technology	S/T	ISDN BRI 4-wire interface
DISR	DoD IT Standards Registry	ITU-T	International Telecommunication Union - Telecommunication Standardization Sector	STE	Secure Terminal Equipment
DoD	Department of Defense	kbps	kilobits per second	STIGs	Security Technical Implementation Guides
DoDI	DoD Instruction	Mbps	Megabits per second	STU-III	Secure Telephone Unit -3rd generation
DP	Dial Pulse	MFR1	Multi-Frequency Recommendation 1	T1	Digital Transmission Link Level 1 (1.544 Mbps)
DS0	Digital Signal Level 0	MLPP	Multi-Level Precedence and Preemption	T1.607	ISDN Layer 3 Signaling Specification for Circuit Switched Bearer Service for DSS1
DS1	Digital Signal Level 1 (1.544 Mbps) (2.048 Mbps European)	MOS	Mean Opinion Score	T.4	Standardization of Group 3 facsimile terminals for document transmission
DSN	Defense Switched Network	NI 1/2	National ISDN Standard 1 or 2	UCR	Unified Capabilities Requirements
DSS1	Digital Subscriber Signaling 1	NX56	Data format restricted to multiples of 56 kbps	VBD	Variable bit data
DTMF	Dual Tone Multi-Frequency	NX64	Data format restricted to multiples of 64 kbps	VoIP	Voice over Internet Protocol
E1	European Basic Multiplex Rate (2.048 Mbps)	PBX	Private Branch Exchange	VTC	Video Teleconferencing
E911	Enhanced 911 Service	PBX 2	Private Branch Exchange 2		
E&M	Ear and Mouth				

Table 4 depicts the SUT system configurations for Software Version 3.0 SU14. The SUT was tested in an operationally realistic environment to determine interoperability with a complement of DSN switches noted in Table 4. Table 4 lists the DSN switches which depict the tested configuration and is not intended to identify the only switches that are certified with the SUT. The SUT is certified with switching systems listed on the Unified Capabilities (UC) Approved Products List (APL) that offer the same certified interfaces. Figure 1 depicts a notional test diagram. Figure 2 depicts the SUT CIC Software Version 3.0 SU14 test diagram.

Table 4. SUT CIC 3.0 SU 14 Tested System Configurations

System Name	Equipment		
Required Ancillary Equipment	Active Directory		
	Public Key Infrastructure		
	SysLog Server		
System Name	**Software Release**		
Siemens EWSD (EO,MFS)	19d with Patch Set 46		
Interactive Intelligence CIC Rel. 3.0 SU14	**SUT Component**	**Part Number/Name**	**Software/Firmware**
	Audiocodes M800 T1 PRI	NA	**6.20A.059**
			Embedded Linux Kernel v2.6.21.7
	Audiocodes M3000 PRI	NA	6.20A.055.001
			Embedded Linux Kernel v2.6.21.7
	CIC 3.0 Primary	HP Proliant DL 380 **G5**	**IC 3.0.14**
			Internet Explorer 9
			Microsoft .Net Framework 3.5 SP1
			MSXML 6.20.2003.0 SP2
			Dialog HMP R3.0_313
			Windows Server 2003 SP2
	CIC 3.0 Secondary	HP Proliant DL 380 **G5**	**IC 3.0.14**
			Internet Explorer 9
			Microsoft .Net Framework 3.5 SP1
			MSXML 6.20.2003.0 SP2
			Dialog HMP R3.0_313
			Windows Server 2003 SP2
	Database Server	HP Server DL 320 **G5**	Microsoft SQL Server 2008 SE (32 bit) 10.0.5500.0
			MDAC 3.86.3959
			Internet Explorer 9
			Microsoft .Net Framework 3.5 SP1
			MSXML 6.20.2003.0 SP2
			Windows Server 2003 SP2
	Audiocodes EMS Server	Sun-Fire-V215	Solaris 10 11/06 s10s_u3wos_10 SPARC
			Oracle 11.1.0.7.0
			Java 1.6.0_31
			OpenSSL (core Solaris) 0.9.7d
			Open SSL (open source) 1.0.0f
			Reflection for Secure IT 7.2.0.115
			Solaris Kerberos (based on MIT Kerberos 5 release 1.4.0)
			Apache 2.2.21
			EMS 6.2.94
	Media Server 3.0 (x2)	HP Proliant DL 360 **G5**	**Media Server 3.14.11.13005**
			Internet Explorer 9
			Microsoft .Net Framework 3.5 SP1
			MSXML 6.20.2003.0 SP2
			Windows Server 2003 SP2

Table 4. SUT CIC 3.0 SU 14 Tested System Configurations (continued)

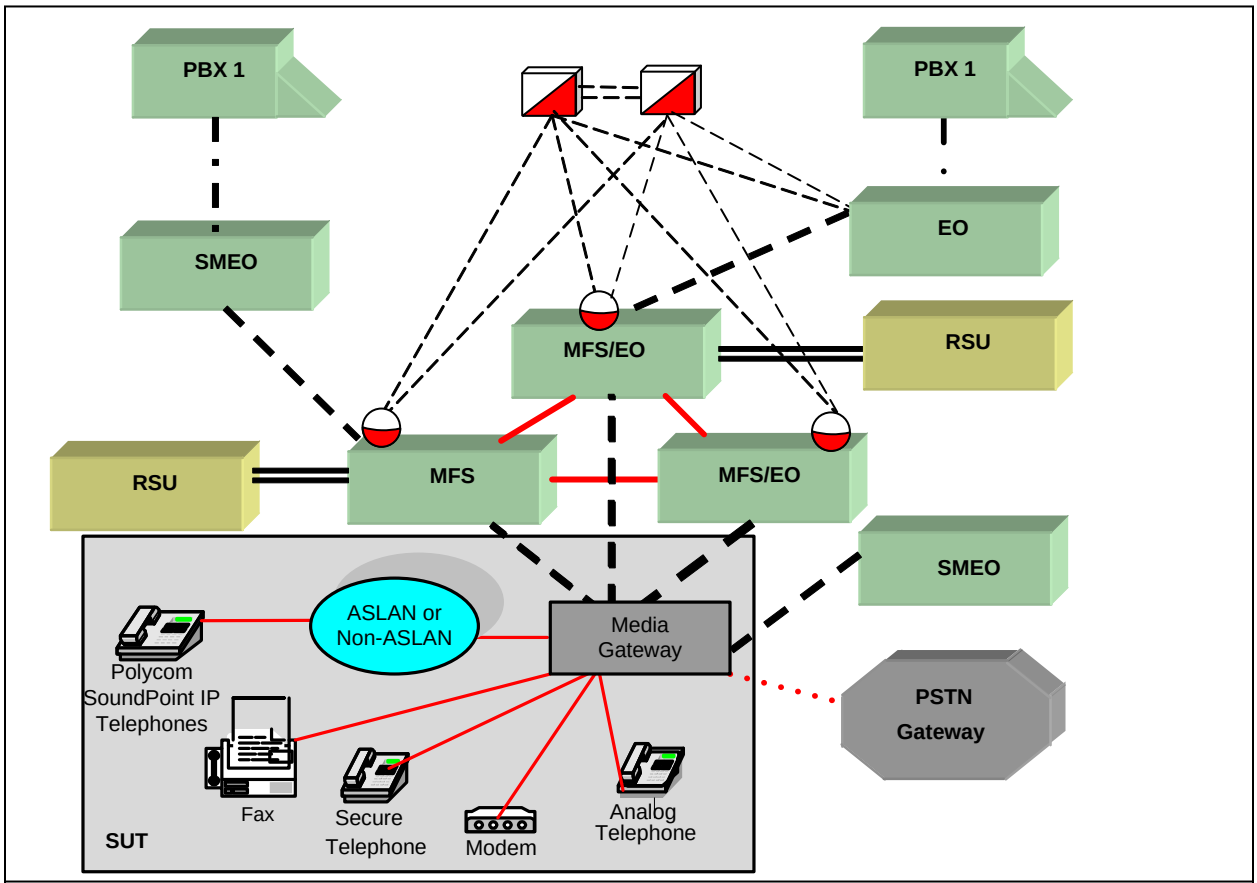
	SUT Component	Part Number/Name	Software/Firmware
Interactive Intelligence CIC Rel. 3.0 SU14 (continued)	**Windows 7** Application Workstation (site-provided)	NA	**Interaction Client .NET Edition v3.0 SU 14**
			IC Business Manager v3.0 SU 14
			IC v3.0.14 **Interaction Supervisor 3.14.11.13005**
			ActivClient 6.2.0.50
			Desktop Validator SE 4.10.0.344
			MSXML 4.0 SP2
			Microsoft .Net Framework 4.0 SP1
			Microsoft Windows 7 SP 1
	Windows XP Pro Application Workstation (site-provided) Note: Application workstation is only used in 3.0	NA	Interaction Client .NET Edition v3.0 SU 14
			IC Business Manager v3.0 SU 14
			Interaction Center v3.0.14 Interaction Supervisor 3.14.11.13005
			ActivClient 6.2.0.50
			Desktop Validator SE 4.10.0.344
			MSXML 4.0 SP2
			Microsoft .Net Framework 3.5 SP1
			Microsoft Windows XP Pro SP3
	Windows XP Pro Management Workstation (site-provided)	NA	Audiocodes EMS 6.2.94
			ActivClient 6.2.0.50
			Desktop Validator SE 4.10.0.344
			MSXML 4.0 SP2
			Microsoft .Net Framework 3.5 SP1
			Microsoft Windows XP Pro SP3
	Audiocodes MP124	NA	6.20A.055.001
			pSOS 2.5.4

Telephones		
Telephone Type	**Model**	**Software/Firmware**
IP	Polycom SoundPoint 300 series	3.3.1.0769
	Polycom SoundPoint 400 series	
	Polycom SoundPoint 500 series w/extension module	
	Polycom SoundPoint 600 series w/extension module	
Analog	Generic	NA

NOTE: The hardware and software applications bolded and underlined depict the changes from the baseline Interoperability Certification.

LEGEND:

CIC	Contact Interaction Center	NA	Not Applicable
EMS	Element Management System	OpenSSL	Open Secure Sockets Layer
EWSD	Elektronisches Wählsystem Digital	PRI	Primary Rate Interface
DL	Product Name	Pro	Professional
FXS	Foreign Exchange Station	pSOS	Provably Secure Operating System
HMP	Host Media Processing	R	Release
HP	Hewlett-Packard	Rel.	Release
ININ	Interactive Intelligence Corp	SE	Standard Edition
IC	Interaction Center	SP	Service Pack
IP	Internet Protocol	SPARC	Sun Microsystems Architecture
M	Mediant	SQL	Structured Query Language
Mbps	Megabits per second	SU	Software Update
MDAC	Microsoft Data Access Components	T1	Digital Transmission Link Level 1 (1.544 Mbps)
MP	MediaPack	v	version
MSXML	Microsoft Extensible Markup Language	XP	Experience

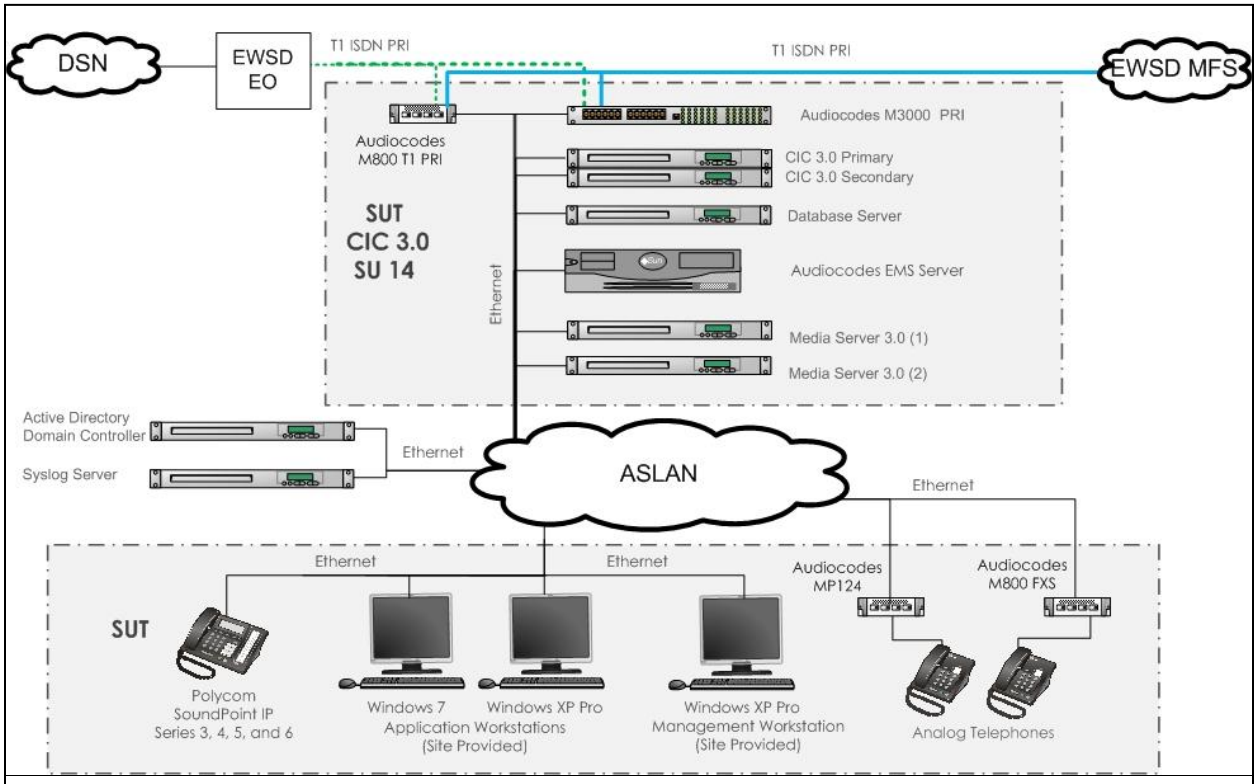


LEGEND:

A-Link	Access Link (SS7)
B-Link	Bridge Link (SS7)
BRI	Basic Rate Interface
C-Link	Cross Link (SS7)
CAS	Channel Associated Signaling
DSN	Defense Switched Network
E1	European Basic Multiplex Rate (2.048 Mbps)
EO	End Office
FAX	facsimile
ISDN	Integrated Services Digital Network
Mbps	Megabits per second
MFS	Multifunction Switch
PBX	Private Branch Exchange
PBX 1	Private Branch Exchange 1
PRI	Primary Rate Interface
PSTN	Public Switched Telephone Network
RSU	Remote Switching Unit
SMEO	Small End Office
SS7	Signaling System 7
SUT	System Under Test
T1	Digital Transmission Link Level 1 (1.544 Mbps)
VTC	Video Teleconferencing

- SS7 Service Switching Point (SSP)
- SS7 Signal Transfer Point (STP)
- DSN Gateway Trunk (T1 ISDN PRI, Analog Ground Start)
- DSN Interswitch Trunk (T1/E1 SS7, T1/E1 CAS, T1/E1 ISDN PRI)
- DSN Line (2 Wire Analog, ISDN BRI, Digital Proprietary)
- SS7 Links (A-Link, B-Link, or C-Link)
- DSN End Office Access Trunk (T1/E1 SS7, T1/E1 CAS, T1/E1 ISDN PRI) (SUT certified for T1 PRI only)
- DSN PBX Access Trunk (T1/E1 SS7, T1/E1 CAS, T1/E1 ISDN PRI)
- RSU-Host Umbilical Link

Figure 1. SUT Notional Test Configuration



LEGEND:

ASLAN	Assured Services Local Area Network	ISDN	Integrated Services Digital Network
CIC	Customer Interaction Center	Mbps	Megabits per second
DSN	Defense Switched Network	MFS	Multifunction Switch
EMS	Element Management System	PRI	Primary Rate Interface
EO	End Office	SU	Software Update
EWSD	Elektronisches Wählsystem Digital	SUT	System Under Test
FXS	Foreign Exchange Station	T1	Digital Transmission Link Level 1 (1.544 Mbps)
IP	Internet Protocol		

Figure 2. SUT CIC 3.0 SU 14 Test Configuration

5. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at https://stp.fhu.disa.mil. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at http://jit.fhu.disa.mil (NIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at http://jitc.fhu.disa.mil/tssi. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that contains the approved configuration and deployment guide must be requested directly through government civilian or uniformed military

personnel from the Unified Capabilities Certification Office (UCCO), e-mail: disa.meade.ns.list.unified-capabilities-certification-office@mail.mil.

6. The JITC point of contact is Ms. Anita Mananquil, DSN 879-5164, commercial (520) 538-5164, FAX DSN 879-4347, or e-mail to anita.l.mananquil.civ@mail.mil. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The tracking number for the SUT is 0918002.

FOR THE COMMANDER:

Enclosure a/s

for RICHARD A. MEADOR
Chief
Battlespace Communications Portfolio

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ADDITIONAL REFERENCES

(c) Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6215.01C, "Policy for Department of Defense Voice Services with Real Time Services (RTS)," 9 November 2007
(d) Office of the Assistant Secretary of Defense, "Department of Defense Unified Capabilities Requirements 2008," 22 January 2009
(e) Joint Interoperability Test Command, Memo, JTE, "Special Interoperability Test Certification of Interactive Intelligence® Inc. Customer Interaction Center™ (CIC) Release 3.0 Software Update (SU) 9," 6 May 2011
(f) Joint Interoperability Test Command, Memo, "Information Assurance (IA) Assessment of Interactive Intelligence Corporation (ININ) Customer Interaction Center (CIC) Release (Rel.) 3.0 (TN0918002)," 6 April 2011
(g) Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP), Change 2," 2 October 2006